

CASES 00-C-2051 and 92-C-0665

Appendix 3

Function:		
<p align="center"><u>Percent On Time ASR Response</u> <u>(electronic – no flow through) SS-OR-1</u></p>		
Definition:		
<p>This metric measures Response Timeliness in terms of the percentage of responses within the agreed upon timeframes as specified in the Performance Standards with either a firm in-service date or an estimated in-service date where facilities are not currently available.</p> <p>Order Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (e.g., VZ Ordering Interface) and distribution of a Service Order confirmation, or an estimated completion date based on an engineering estimate. Rejected orders will have the clock re-started upon receipt of a valid order.</p> <p>Facility Checks are completed on all orders. If facilities are available, a firm order in-service date will be provided with the response to the service order request. When facilities are not available, an engineering review will be performed, and an estimated a firm order in-service date will be provided in response to the service order request rather than a firm order in-service date. The date will be identified as a “best estimate” which will be subsequently confirmed or modified by providing a firm order in-service date within the shorter of three weeks from provision of the estimated date (which allows time to accurately project when facilities will become available), or 10 days prior to the in-service date.</p> <p>Notes: This measurement is based on ASR electronically submitted orders only. The reporting carrier will include carrier requests for resent confirmations that are submitted electronically as well as resent confirmations due to reporting carrier error in initial confirmation in the Order Confirmation Timeliness measurement. Resent confirmations due to reporting carrier error are excluded from the measurement. If no order confirmation time exists due to a missing order confirmation, the reporting carrier will use the completion notification time. This measurement includes orders confirmed in the calendar month.</p>		
Exclusions:		
<p>?? Reporting carrier Test and administrative orders</p> <p>?? Weekend and holiday hours (other than flow-through)</p> <p>Weekend hours are from 5:00PM Friday to 8:00AM Monday</p> <p>Holiday hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.</p>		
Performance Standard:		
<p>Percent On Time ASR Response (electronic – no flow-through):</p> <p align="center">95% or More On Time – Order Response Time within 72 Hours.</p>		
Report Dimensions		
<p>Company:</p> <p>?? Other Carrier Aggregate</p> <p>?? Other Carrier Specific</p> <p>?? Reporting Carrier Affiliates Aggregate</p>		<p>Geography:</p> <p>New York State orders as handled by each ordering center.</p>
Metric Calculation Specifics		
SS-OR-1-01	Percent On Time ASR Response (electronic – no flow-through)	
Products	ASR Submitted Orders for DS0; and ASR Submitted Orders for DS1 and above (i.e., two product groups).	
Calculation	Numerator	Denominator
	Number of electronic ASRs where response date and time minus submission date and time is less than standard.	Total number of electronic ASRs.